

**Inquiry Reasons  
For 10/1/2018 - 12/31/2018**

Utility Type	Inquiry Reasons	No. of
<b>Cellular</b>		
	Billing	1
	Disconnection	1
	Rates/Policies	3
	Service quality/repair	2
		Total 7
<b>Competitive Local Exchange Carrier</b>		
	Line extension/upgrade charge	3
	Rates/Policies	1
	Safety	2
	Service quality/repair	2
		Total 8
<b>Farm Taps</b>		
	Billing	1
		Total 1
<b>Gas Distribution Companies</b>		
	Billing	3
	Disconnection	3
	Line extension/upgrade charge	3
	Rates/Policies	3
	Refusal to provide service	1
	Service quality/repair	4
		Total 17
<b>Investor-Owned Electric Utilities</b>		
	Billing	31
	Deposit	2
	Disconnection	30

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Utility Type	Inquiry Reasons	No. of
	Line extension/upgrade charge	2
	Rates/Policies	25
	Refusal to provide service	6
	Safety	5
	Service quality/repair	22
		Total 123

**Investor-Owned Water Companies**

	Billing	18
	Deposit	1
	Rates/Policies	3
	Service quality/repair	6
		Total 28

**Local Exchange Carriers**

	Billing	10
	Disconnection	2
	Line extension/upgrade charge	1
	Rates/Policies	6
	Refusal to provide service	3
	Safety	6
	Service quality/repair	110
	Switching	1
		Total 139

**Long Distance Carriers**

	Billing	1
	Slamming	1
		Total 2

**Rural Electric Cooperative Corporation**

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Utility Type	Inquiry Reasons	No. of
	Billing	8
	Deposit	3
	Disconnection	4
	Rates/Policies	4
	Refusal to provide service	2
	Safety	1
	Service quality/repair	4
		Total 26
<b>Sewer Utilities</b>		
	Billing	1
		Total 1
<b>Water Associations</b>		
	Billing	3
	Disconnection	2
	Rates/Policies	3
		Total 8
<b>Water Districts</b>		
	Billing	14
	Disconnection	7
	Line extension/upgrade charge	1
	Rates/Policies	8
	Refusal to provide service	4
	Service quality/repair	7
		Total 41
		Grand Total 401